

REMARKS

These remarks are responsive to the Office Action dated June 18, 2004. Currently, Claims 1-28 are pending with Claims 1, 16, 27 and 28 being independent.

In the Office Action, dated June 18, 2004, the Examiner rejected Claims 1-4 and 7-28 under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 5,946,386 to Rogers et al. (hereinafter "Rogers"). These rejections are respectfully traversed.

In the same Office Action, the Examiner rejected Claims 5 and 6 under 35 U.S.C. 103(a) as being unpatentable over Rogers in view of U.S. Patent No. 5,163,081 to Wycherley et al. (hereinafter "Wycherley"). These rejections are also respectfully traversed.

Claim 1 recites a call center that includes a customer service response system (CSRS) capable of responding to an incoming telephone call from a calling party by playing a message to the calling party, a graphical user interface (GUI) electrically coupled to the CSRS and configured to receive and display information from the CSRS, where the information received from the CSRS originates from the calling party.

According to the Examiner, Rogers teaches every element of claim 1 except:

Rogers et al do not explicitly teach (*Sic.*) configured to receive and display information from the CSRS (*Sic.*) originates from the calling party. However, Rogers et al. further teach . . . receives information from the calling party and passes it to the called party. (Col. 11, lines 33-36).

Applicant respectfully traverses this rejection and points out to the Examiner that the citation in Rogers does not stand for the proposition set forth. Col. 11, lines 33-36 of Rogers discloses:

The DSP 208 receives the information from the calling party 118 and passes it to the **call management computer** 101 where the called party 111 or 113 is **identified** through the digits entered, through voice recognition or otherwise. (emphasis added).

Thus, contrary to the assertion by the Examiner, the information received from the calling party is not passed to the called party. Instead the information is passed to a computer for determining who the called party is. The computer then finds or verifies the called party's extension using a database. (Col. 11, lines 37-39). Thus, Rogers does not teach or suggest receiving and displaying information from the CSRS that comes from the calling party. Since Rogers fails to teach or suggest every element of Claim 1, the rejection of Claim 1 is respectfully traversed. The Examiner is respectfully requested to reconsider and withdraw his rejection of Claim 1.

Claims 16, 27 and 28 were rejected for the same reasons as Claim 1 and similarly are not rendered obvious by the Rogers for at least the same reasons stated above with respect to Claim 1. Therefore, the rejection of claims 16, 27 and 28 is respectfully traversed. The Examiner is respectfully requested to reconsider and withdraw his rejection of claims 16, 27 and 28.

Claims 2-4, 7-15 and 17-26 depend from Claims 1 and 16 respectively. As such, Claims 2-4, 7-15 and 17-26 are not rendered obvious by Rogers for at least the same reasons stated above with respect to Claims 1 and 16. Therefore, the rejections of Claims 2-15 and 17-26 are traversed. The Examiner is respectfully requested to reconsider and withdraw his rejections of Claims 2-4, 7-15 and 17-26.

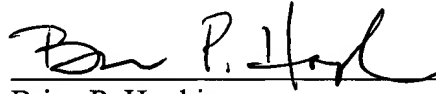
Claims 5 and 6 were rejected as being unpatentable over Rogers in view of Wycherley. Claims 5 and 6 depend from Claim 1. Claim 1 is not rendered obvious by Rogers for the reasons discussed above. Wycherley does not cure the deficiencies of Rogers. Accordingly, for at least the reasons discussed above, Claims 5 and 6 are novel over the combination of Rogers and Wycherley. Thus, the Examiner is respectfully requested to reconsider and withdraw his

No new matter has been added.

The claims currently presented are proper and definite. Allowance is accordingly in order and respectfully requested. However, should the Examiner deem that further clarification of the record is in order, we invite a telephone call to the Applicants' undersigned attorney to expedite further processing of the application to allowance.

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Respectfully submitted,



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